

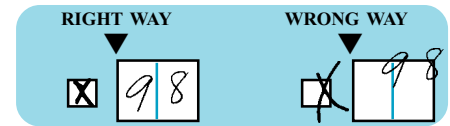
U.S. POSTAL SERVICE BUSINESS CUSTOMER SATISFACTION SURVEY

S1013

Survey Instructions

Please follow the steps below carefully when completing this survey.

- Use a blue or black ink pen that does not soak through the paper.
- Make solid marks that fit in the response boxes. (Make no stray marks on the survey.)



General Ratings

- 1** Thinking about the service your business received from the U.S. Postal Service in the past 30 days, how would you rate the U.S. Postal Service on each of the following: (PLEASE MARK ONE ANSWER BY PUTTING AN "X" IN THE APPROPRIATE BOX ☒ FOR EACH STATEMENT.)

	Excellent	Very Good	Good	Fair	Poor	Don't Know
a. Providing products and services to meet the needs of your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Having rules and regulations that are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Having employees who interpret rules and regulations consistently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Providing products and services that are a good value for the price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Notifying your business of changes to rules and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Having employees who go out of their way to meet your mailing needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Having courteous and friendly employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Having employees who are knowledgeable about U.S. Postal Service products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 (continued)

	Excellent	Very Good	Good	Fair	Poor	Don't Know
i. The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The length of time it usually takes for a First-Class letter mailed in your local area to be delivered in other parts of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Delivery of mail to the correct address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Delivery of mail in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. The security of First-Class mail (that your mail will remain unopened and safe from theft and loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2** Based on your company's experiences in the past 30 days, please rate the following U.S. Postal Service facilities.

	Excellent	Very Good	Good	Fair	Poor	Cannot Rate
a. Post Office your business uses most	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Postal Business Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Business Mail Entry Unit (BMEU)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Rates and Classification Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

please continue on next page

Mail Your Business Receives

- 3** Thinking about mail delivered to your company by a U.S. Postal Service carrier during the past 30 days, how would you rate the U.S. Postal Service on ...

	Excellent	Very Good	Good	Fair	Poor	Don't Know
a. Time of day mail is delivered to your location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Consistency of delivering mail to your location within a half hour of the same time each day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Appearance of your letter carrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 4** During the past 30 days, did you typically receive your mail at this location ...

☐ Before noon
☐ After noon
☐ Carrier does not deliver mail to this location
☐ Don't Know

- 5** During the past 30 days ...
(If "No," MARK THE "NOT AT ALL" BOX. If "YES," MARK THE BOX INDICATING HOW MANY TIMES.)

	Not at all	Once	2-3 times	More than 3 times	Don't Know
a. Have you received mail intended for a different address?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Have you received damaged mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 6** During the past 30 days, has any of your business's mail been delivered to a Postal Service post office box?

☐ Yes ☐ No (please go to Question #7.)

If "Yes," have the following occurred in the past 30 days? (If "No," MARK THE "NOT AT ALL" BOX, IF "YES," MARK HOW MANY TIMES.)

	Not at all	Once	2-3 times	More than 3 times	Don't Know
a. Delivery of mail later than the posted time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Received mail not addressed to your post office box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 7** Does your business use caller service for receiving mail?

☐ Yes ☐ No

Mail Your Business Sends

- 8** Thinking about the mail your company sent through the U.S. Postal Service in the past 30 days, how would you rate the U.S. Postal Service on ...

	Excellent	Very Good	Good	Fair	Poor
a. Convenience of mail pick up times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Reliability of mail pick up times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Number of pick up times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 9** Based on your company's experience in the past 30 days, please rate the following U.S. Postal Service products and services your business used for sending mail.

	Excellent	Very Good	Good	Fair	Poor	Did Not Use
a. Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Full rate First-Class Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Discounted First-Class Mail (presorted, bar-coded)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Periodicals (e.g., magazines, newspapers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Standard Mail (A) (advertising)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Standard Mail (B) (parcels) ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. International Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 10** During the past 30 days, have you experienced errors by the U.S. Postal Service in processing money in your postage account(s)?

☐ Never
☐ Once a week or less
☐ 2 to 3 times a week
☐ Nearly every day
☐ Not Applicable

Post Office Experiences

- 11** During the past 30 days, how many times did you visit a post office for business needs?

☐ Not at all (please go to Question #14.)
☐ 1-2 times
☐ 3-5 times
☐ More than 5 times

- 12** What is the ZIP Code of the post office you visit most?

☐ Don't know

13 Please rate the post office you visit most on ...

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
a. Convenience of hours when post office is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Waiting time in line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Helpfulness of window clerks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact with the USPS

14 In the past 30 days, have you contacted the U.S. Postal Service about any aspects of your service?

☐ Yes ☐ No (please go to Question #18.)

15 Who was the contact with?
(MARK ALL THAT APPLY)

- ☐ Postal Carrier
- ☐ Account Representative
- ☐ Consumer Affairs Office
- ☐ Personnel at Business Mail Entry Unit
- ☐ Personnel at your local postal office
- ☐ National Service Center (Call Center)
- ☐ Postmaster
- ☐ Postal Business Center
- ☐ Other

16 What was the purpose of the contact?
(MARK ALL THAT APPLY)

- ☐ To request information about U.S. Postal Service products or services
- ☐ To seek clarification/information on U.S. Postal Service rules or regulations
- ☐ To seek assistance on a business mailing problem
- ☐ To make a complaint
- ☐ Other

17 Please rate the U.S. Postal Service on ...

	Excellent	Very Good	Good	Fair	Poor	Don't Know
a. Ease of getting through to a person when you phoned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ability to meet your needs/solve your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Accuracy of the information you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which your request/complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bulk Rate/Discounted Mail

18 In the past 30 days, has your company sent out any bulk rate or other discounted mail, such as presorted or prebarcoded mail? (PLEASE INCLUDE MAIL SENT THROUGH A THIRD PARTY/VENDOR)

☐ Yes ☐ No (please go to Question #20.)

19 Please rate the U.S. Postal Service on ...

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
a. Providing you with the equipment needed for preparing mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Level of service provided by employees accepting mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Delivering mail within the expected number of days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions to Classify Your Answers

20 Which one of the following job titles best describes your position?

- ☐ Corporate Officer/Owner
- ☐ Financial Operations
- ☐ Mail Operations
- ☐ Administrative/Clerical
- ☐ Other

21 The following are business purposes for sending mail via the U.S. Postal Service. Please indicate which three business purposes best describe how the mail is used by your business. (MARK UP TO THREE THAT APPLY)

- ☐ Payments
- ☐ Catalogs
- ☐ Newspapers
- ☐ Communications
- ☐ International
- ☐ Direct Mail
- ☐ Magazines
- ☐ Retail products & services
- ☐ Two-Day Delivery
- ☐ Standard Delivery (parcels)
- ☐ Bills and Statements (e.g., accounts, invoices)
- ☐ Overnight Package Delivery (e.g., Express Mail)
- ☐ Reduced rate packages (library rate)
- ☐ Other

22 Please estimate your location's annual expenditures on U.S. Postal Service products and services.

- ☐ Less than \$1,000
- ☐ \$1,000 - \$9,999
- ☐ \$10,000 - \$49,999
- ☐ \$50,000 - \$99,999
- ☐ \$100,000 or more
- ☐ Don't know

23 Do you prepare or send mail for other companies?

☐ Yes

☐ No

24 Do you contract with an outside company (e.g., presort house, mailing service, or printer) to prepare or send mail for your company?

↙ ☐ Yes

☐ No (*please go to Question #26.*)

25 How much of your mail is prepared and/or sent by an outside company?

☐ 0% - 25%

☐ 51% - 75%

☐ 26% - 50%

☐ 76% - 100%

Overall Performance

26 Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service your business has received?

☐ Excellent

☐ Very Good

☐ Good

☐ Fair

☐ Poor

☐ Don't Know

27 Do you intend to increase your use of the following products and services over the next 12 months?

	Yes ▼	No ▼	Do not currently use ▼
a. Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Standard Mail (A) (advertising)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Standard Mail (B) (parcels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Would you recommend the following products and services to your business associates?

	Yes ▼	No ▼	No experience with product ▼
a. Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Standard Mail (A) (advertising)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Standard Mail (B) (parcels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 During the past 30 days, have you experienced serious problems with Postal Service products or services? (If "No," MARK THE "NOT AT ALL" BOX. If "Yes," MARK THE BOX INDICATING HOW MANY TIMES.)

☐ Not at all

☐ Once

☐ 2-3 times

☐ More than 3 times

☐ Don't know

30 If "Yes," please describe problem(s).

31 What, if anything, could the U.S. Postal Service do to increase your overall satisfaction with the quality of products and services it provides to your company.

*Your answers to these questions will be kept confidential
and will only be used to identify groups of similar respondents for statistical purposes.*

Thank you for completing this survey!

**Please return completed survey to:
The Gallup Organization
P.O. Box 82570
Lincoln, NE 68501-9571**